

Help transform and create efficiencies with the General Services Office in Mali!



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| Project Title | Help transform and create efficiencies with the General Services Office in Mali! |
| Project Summary | 1) Conduct data analysis GSO operations to include analysis of expenditures on electrical and water consumption at our residences. 2) Create OneNote forms to stream-line the customer experience and reduce the reliance on hard copy documents for requests. 3) Develop community outreach tools. |
| Country | Mali |

Project Description

Additional tasks include developing materials that will be used by staff such as information handbooks and other customer service tools. You will also help us develop other outreach tools for the embassy community. These tasks are especially important as we prepare for an Office of Inspector General (OIG) review in FY20. You will work primarily with the General Services Office but the impact will help improve the operations of the entire Management Team as well as the embassy as a community as a whole. You will be on a small team of interns. You will learn about the challenges diplomats face living abroad in an undeveloped country such as Mali where the costs for utilities is expense.

Required Skills or Interests

Skill(s)

Analytical writing

Data analysis

Editing and proofreading

Survey / polling design

Additional Information

French though bot required would be welcome as you can assist with developing customer service tools for our staff that interact with U.S. Direct HIre personnel.

Language Requirements

| Language | Speaking Proficiency | Reading Proficiency | Importance |
|----------|------------------------|-----------------------------|--------------|
| French | Elementary proficiency | Limited working proficiency | Nice to Have |